GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

STARRED QUESTION NO:449
ANSWERED ON:27.04.2005
LACK OF TRAINED PERSONNEL IN POST OFFICES
Prasad Shri Hari Kewal;Thummar Shri Virjibhai

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government is aware that a large number of post offices in the country are not functioning smoothly for want of trained personnel;

(b) if so, the reaction of the Government thereto; and

(c) the steps taken or proposed to be taken by the Government for modernisation of the existing post offices?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI DAYANIDHI MARAN)

(a) to (c): A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (c) OF LOK SABHA STARRED QUESTION NO. 449 FOR 27TH APRIL, 2005 REGARDING LACK OF TRAINED PERSONNEL IN POST OFFICES.

(a) All the Post Offices in the country are manned by trained personnel. The Postal personnel responsible for the smooth running of the Post Offices are given induction training before their appointment. Upgradation of skills of the personnel is a continuous process and therefore in-service training is also provided in various operational areas viz. Postal and Saving Bank Counter Operations, Customer Care, New Products and Services and Computer Operations.

(b) Question does not arise in view of (a) above.

(c) There is a financial outlay of Rs.836.27 crore for modernization and induction of technology in the post Offices. There is a target of computerization and networking of 7700 Post Offices during the 10th Five Year Plan of which 2372 post offices have already been supplied with computers.